

Occupational Hygiene Inspection Authority

COMPLAINTS, DISPUTES AND APPEAL HANDLING PROCEDURE (PR001)

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AMENDMENTS

#	Date	Page & Section	Detail	Approval Signature
1.	05 Sept 2016	All	New document	
2.	16 Nov 2018	8 & 9	Record keeping & Implementation plan	
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1. PURPOSE

This procedure intends to outline the process to be followed in addressing grievances and dissatisfactions that may arise from clients and parties affected by activities and/or services rendered by Africa's Occupational Hygiene Services Pty Ltd (hereafter referred to as AFROHSERV).

2. SCOPE

The provisions of this procedure covers handling of dissatisfactions and concerns from persons, organizations or stakeholders both external and internal that are raised as either one of the following,

- Complaint
- Dispute
- Appeal

3. DEFINITIONS

'Appeal' means a request for reconsideration/review of a decision made by AFROHSERV that is considered damaging, unmerited and/or detrimental by the client or an affected party.

'Complaint' means an expression of dissatisfaction with the service received by a client, person or organization with respect to any matter that relates to activities and/or services rendered by AFROHSERV.

'Dispute' means a disagreement that arises out of an SLA, contractual agreement terms or the interpretation thereof between AFROHSERV and the client, collaborative body etc. with whom an agreement was entered into.

This may also denote an official declaration of a state of differences in opinions following unsuccessful enquiry or negotiation process.

4. GUIDING PRINCIPLE

Each matter raised shall be taken serious, dealt with a positive attitude, confidentiality as appropriate and respect for both the aggrieved party and the offender or subject of the complaint, dispute or appeal (CDA). It is also acknowledged that the aggrieved party have the right raise matters of concern relating to activities and/or services rendered by AFROHSERV, be heard and provided with feedback in a timely manner,

- Grievances received shall be acknowledged within 24 working hours.
- All validated grievances shall be logged in a complaint register.
- All grievances shall as a minimum be investigated within 14 days of receipt of the original complaint, dispute or appeal to determine the validity of the complaint and its root causes.
- AFROHSERV will generally provide a written response to the aggrieved party based on the findings of the investigation within 30 days of receipt of the original complaint, dispute or appeal. If not, the estimated completion date for the investigation process should be communicated at this stage.

- Any matter raised shall be welcomed as an opportunity to reexamine, fine-tune “reorganize” and/or restore the company’s reputation as appropriate; and retain our valuable clients, stakeholders and partners

5. PROCESS

We appreciate the fact launching/putting forward an objection, grievance and the likes has never been easy but often stressful, tense and unpleasing; we therefore sincerely would like to urge the aggrieved to ponder before commencing and seek the best possible polite way to present the matter without drawing-in emotions.

5.1. Lodging a Complaint, Dispute or Appeal

More than a few platforms are provided to ease access, accommodate and encourage dissatisfied parties to engage us. Kindly make up your mind around whether what you are about to launch is an appeal, complaint or a dispute. Select the one communication mechanism convenient to you following the process as outlined in figure 1 below. All communications via this platform are directed to the Technical signatory who is responsible for all correspondences relating to such matters. Once received/launched a receipt acknowledgement will be issued with a reference number for tracking.

5.2. Validation

This is not a full investigation but a preliminary process to verify whether or not the matter put forward involves or is by any means “activities and/or personnel” linked to AFROHSERV. Once this is established, the aggrieved shall be contacted and be informed within 14days whether the matter submitted is rejected or accepted and logged for investigation.

5.3. Investigation

Investigations shall be driven with the sole purpose of identifying and understanding what went wrong without casting blame, condemnation or criticism. During this process, all parties involved shall be treated equally and afforded fair opportunity to present their account/version of events “what transpired”.

Complicated cases may require longer time-frame to investigate than the envisaged 30days in which case the aggrieved shall be informed of the progress made and the grounds for prolonging the investigation.

5.4. Conclusion

Once the investigation is complete, AFROHSERV shall contact and inform the aggrieved about the investigation outcome and proposed resolution forthright. The proposed resolution may be anything ranging from an apology, correction, compensation, declaration of dispute, mediation etc. depending on the complexity and magnitude of the matter raised. Clear-cut cases shall be dealt with swiftly and amicably concluded without exerting any undue stress to the work relations.

Where the matter that was put forward turn out to be complex with far reaching damaging consequences, two parties shall set up a meeting to get together and deliberate on the best possible way to resolve the matter and restore relations. This includes instances where a neutral arbitrator is required to handle the matter raised in which case all correspondences will be through the arbitrator.

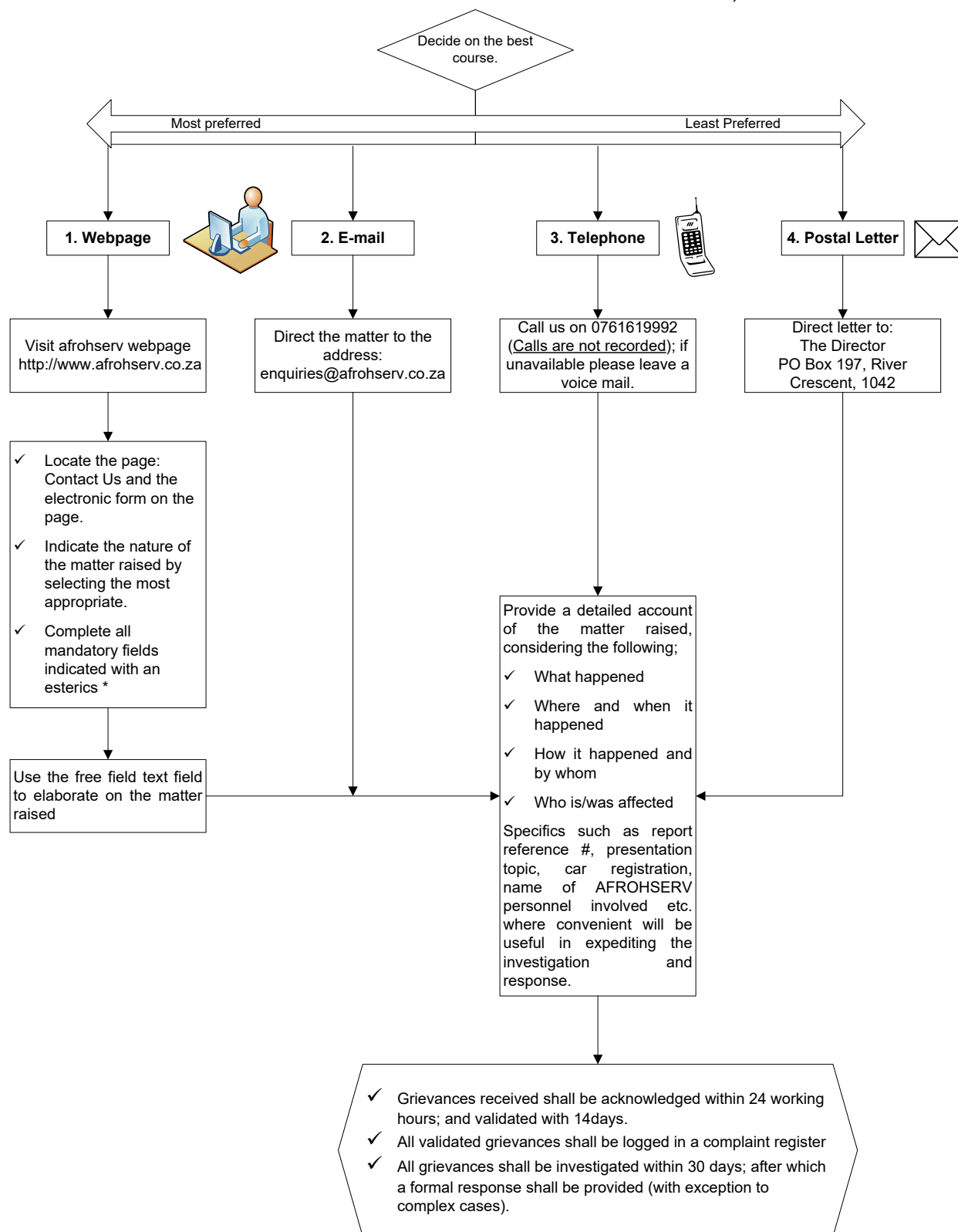


Figure.1 A summary of the CDA handling process

6. CORRECTIVE ACTIONS

A client/stakeholder dissatisfaction however inconvenient or undesirable it may be, may actually presents an opportunity for us as AFROHSERV to mend relations, reaffirm our values, critically review our performance and identify areas that need development. For that reason it is imperative that,

- The corrective actions should be recorded, well defined and agreed by all parties involved.
- The best approach will be to ensure that the actions follow the SMART rule and they do not create false expectations.
- All actions agreed to, must be assigned to the relevant persons who will take ownership for implementation.
- Both parties should agree on reporting requirements “progress made” including how to review the entire plan and close-out of actions.
- Finally, ensure that where service level agreements (SLA’s) or memorandum of understanding (MOU’s) are involved such agreements are revisited to ensure alignment and integration of lessons learned for improvement of services where necessary. At times, where SLA’s/MOU’s do not exist it may be valuable to consider whether or not these are required/needed to outline the expectations and service standards eliminate potential recurrences

7. ALTERNATIVES

If all attempts have failed using internal processes to arrive at some resolution, alternative platforms do exists for the aggrieved to escalate depending on the nature of the matter raised by filing the complaint with,

- The CIPC using form CoR135.1 for matter involving contravention of the Companies Act. Visit website www.cipc.co.za/ for more detail.
- Visit SAIOH website and locate the Contact Us page where you can file a complaint for matter relating to improper professional conduct to the ethics committee or send an email directly to complaints@saioh.co.za .

8. RECORD KEEPING

Records of all validated CDA’s received will be logged in a register that is maintained in an electronic folder in the master computer and printed hard-copies in a file located at the office for the maximum period of three years from the receipt of the original file.

These records will be made available for review by appropriate interested parties upon request and approval by AFROHSERV management.

9. IMPLEMENTATION PLAN

This procedure shall be introduced to clients and interested parties by way of,

- ✓ Having it publicly available and accessible from <http://www.afrohserv.co.za> _Contact page
- ✓ Notifying clients about its existence via every quotation or proposal which forms the basis of nearly all transaction or interactions.

We'll like to encourage you to take your time to engage us by completing the form below. It is essential that you provide us with the required information in the fields marked with *, for us to be able to respond to your matter where required.

Name : _____

Organization : _____

E-mail* :

Contact Number* :

Subject*

Appeal	
Complaint	
Compliment	
Dispute	
Enquiry/Request	
Other	

: Short description

Reference #: "for office use only"

Message

[illegible]